

# st michael's hospice

## COMPLAINTS, COMMENTS AND COMPLIMENTS

Your views are welcome and we recognise that they can help us improve the quality of our services.

The Board of Trustees and Staff at St Michael's Hospice aim to provide a high standard of care and support for patients and their families and friends. We take seriously the views of those who use our services, whether comments, compliments or complaints as we recognise that these can help us improve the quality of our service provision. An open culture exists which we hope will enable patients, families and visitors to feel confident about putting forward their views so that we can learn from them.

We value both praise and constructive criticism which will help us to develop and improve our care. St Michael's Hospice will follow up any comments by:

- Investigating any complaints swiftly and impartially, using the complaints procedure set out in this leaflet
- Where possible, implementing any suggestions for improvement
- Passing on praise to staff members where this is due.

### SUGGESTIONS, COMMENTS AND COMPLIMENTS

Please put your comments and compliments in writing to the Chief Executive. Your letter should be sent to the address on the reverse of this leaflet.

### INFORMAL COMPLAINTS

We recognise that, from time to time, our services may be the subject of a complaint. We hope that the majority of complaints can be dealt with swiftly and informally, to your satisfaction, by senior staff on duty. Please do feel able to talk to the staff concerned (face to face or over the telephone), as this is often the best way to get the issue resolved, easily and quickly.

### FORMAL COMPLAINTS

A complaint should be made within six months of the incident that caused the problem or within six months of discovering that you have a problem, provided this is within 12 months of the incident. If you are not satisfied with the outcome of the informal discussion, or if a more detailed investigation is needed, you will need to confirm the details in writing to:

- Director of Nursing and Quality (for all clinical complaints)
- Director of Income Generation (for all fundraising complaints)
- Retail and e-commerce Manager (for all complaints about shops or retail activities)
- Lottery Manager (for all Lottery complaints)
- A member of the Leadership Team (for any other complaints)

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We aim to acknowledge your complaint within 3 working days, giving an indication of when a full reply can be expected and who is dealing with the matter. A full reply should be given within 20 working days; otherwise a further acknowledgment will be sent giving an indication about when a reply can be expected.

When we look into the complaint we aim to:

- Find out what happened
- Make it possible for you to discuss the problem with those concerned where this is appropriate
- Make sure you receive an apology where this is appropriate
- Explore what both parties can do to make sure the problem does not happen again.

## COMPLAINTS ABOUT MEDICAL TREATMENT

Please note that we keep strictly to the rules of medical confidentiality. If, therefore, you are complaining on behalf of someone else, we have to know that you have their permission to do so. This means we need a letter signed by that person giving their permission. The only exception to this is when that person is incapable of providing such a letter. The Hospice is required to notify the patient's next of kin of any complaints made by anyone other than the patient or his/her next of kin.

## TAKING YOUR COMPLAINT FURTHER

If you are dissatisfied with the result of the initial investigation into your complaint you may write within 20 days to our Chief Executive, Karen Clarke, at the address below. The timescale for responding is the same as detailed above. If you continue to be concerned as to the outcome of the investigation, you will be advised of the appropriate regulatory body whom you can contact.

A copy of our complaints policy is available on request from the Chief Executive's office.

**25 Upper Maze Hill, St Leonards on Sea, East Sussex, TN38 0LB**

**T: 01424 445177 F: 01424 456614**



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